

VIRGINIA Relay Service

January, 2002

Commendations

TTY January 2, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice January 3, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice January 4, 2002

The customer commended the CA for being polite.

Category: CA/OPR Related

TTY January 10, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice January 13, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice January 14, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice January 14, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY January 15, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY January 15, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY January 17, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY January 18, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice January 18, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice January 21, 2002

The customer commended the CA for being polite.

Category: CA/OPR Related

TTY January 22, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY January 24, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Complaints

TTY January 4, 2002

The customer complained the CA had not relayed the call verbatim.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 4, 2002

TTY January 8, 2002

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: January 8, 2002

TTY January 15, 2002

The customer complained the CA had hung up on him/her.

Category: CA Hung up on me

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: January 15, 2002

TTY January 30, 2002

The caller filed a complaint with the FCC regarding Qwest not being a participating carrier for AT&T Relay calls.

Category: Billing Rate

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Pending.

Contact Closed:

Inquiries/Comments

Voice January 1, 2002

The customer asked about Speech-to-Speech Relay Service and wanted to set up a RCP.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained Speech-to-Speech Relay to the customer and entered the profile.

Contact Closed: January 1, 2002

TTY January 7, 2002

The customer wanted to update his/her profile.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Updated the customer's profile.

Contact Closed: January 7, 2002

TTY January 7, 2002

The customer wanted to update his/her profile.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Updated the customer's profile.

Contact Closed: January 8, 2002

Voice January 9, 2002

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: January 9, 2002

TTY January 10, 2002

The caller requested information on the relay service.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Sent the customer the requested information.

Contact Closed: January 10, 2002

TTY January 14, 2002

The customer asked if her Relay Choice Profile was still active.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Attempted to call the customer, but the number was disconnected.

Contact Closed: January 14, 2002

TTY January 14, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: The number provided by the customer was not in service.

Contact Closed: January 14, 2002

TTY January 15, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: January 16, 2002

Voice January 15, 2002

The caller requested information on the relay service.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Sent the customer the requested information.

Contact Closed: January 15, 2002

Voice January 16, 2002

The customer asked what number she should be dialing to reach Speech-to-Speech Relay.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: January 16, 2002

TTY January 16, 2002

The caller had questions about relay wait times, and ASCII.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: January 16, 2002

Voice January 17, 2002

The caller requested information on amplifiers.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: January 17, 2002

Voice January 18, 2002

The customer asked about charges on their bill. They also asked if there was a toll restriction on their line.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Let the customer know we do not have access to billing records. Confirmed there was no toll restriction the line.

Contact Closed: January 18, 2002

Voice January 21, 2002

The caller had questions about relay.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay and referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: January 21, 2002

Voice January 21, 2002

The caller wanted to know why her friend is being billed long distance rates for a local phone call.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Pending.

Contact Closed:

TTY January 21, 2002

The caller asked whether a PC could be used to place relay calls.

Category: Computer Settings

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Referred the customer to the Relay Customer Service Department.

Contact Closed: January 21, 2002

Voice January 21, 2002

The customer had a previous billing problem with Virginia Relay that had been corrected, but she is concerned that other relay users are being billed.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Pending.

Contact Closed:

Voice January 23, 2002

The customer asked where she could get her TTY repaired.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the customer to the TTY manufacturer and the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: January 23, 2002

Voice January 25, 2002

The customer asked how to tell a CA to enter an asterisk when getting his voice mail.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer he could tell the CA to press star and the CA would understand his instructions.

Contact Closed: January 28, 2002

TTY January 25, 2002

The caller asked why he was being billed long distance for local relay calls.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Investigated and the problem occurred due to an area code change. Corrected the problem and the customer received credit for the calls.

Contact Closed: February 4, 2002

Voice January 26, 2002

The customer had a billing restriction on his line through the relay service, but relay calls are still appearing on his phone bill.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Offered to investigate the problem. Requested the customer send a copy of his bill.

Contact Closed:

Voice January 27, 2002

The caller's daughter is doing a school project on the relay service and wanted to confirm the information he had was correct.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained how relay calls are processed and charged.

Contact Closed: January 28, 2002

TTY January 29, 2002

The caller wondered if he could eliminate garbling if he profiled his line for ASCII connection.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Made several attempts but were unsuccessful in reaching the caller.

Contact Closed: February 5, 2002

TTY January 29, 2002

The customer asked how to use his computer as a TTY with WIN XP software.

Category: Computer Settings

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Referred the customer to AT&T Consumer website for tips on setting up his computer for relay. Also referred him to his modem manufacturer.

Contact Closed: January 31, 2002

Voice January 30, 2002

The caller requested a toll restriction be placed on the line.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: February 1, 2002

TTY January 30, 2002

The customer asked why relay operators in PA and RI are more efficient at processing voice mail calls than in VA.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained that the skill of an operator may vary from one individual to another.

Contact Closed: January 30, 2002

